

Transcript: Chris Sofield

(deactivated)-6061700115546112-5378001350901760

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hello. Thank you for calling Benefits in a Card, this is Chris, how can I help you today? Mm-hmm. Shh. My. Hello, thank you for calling Benefits in a Card, this is Chris, how can I help you today? Yeah, I'm trying to find out, um, or enroll for benefits. Okay. Um, what staffing company do you work with? Partner's Personnel. Okay. And the last four of your social? Three, two, four, four. All right, your first and last name? Diana Stackhouse. Oh, Miranda Stackhouse. Could you verify your address and your date of birth for me please? Uh, 511 South 16th Avenue, um, it's in Sacramento, 29536. And your date of birth, ma'am? 08/09/2002. Thank you. We have a phone on file of 910-885-6370, is that correct? Yes, sir. Okay, one moment. Yeah. We need to pick up our calls. What are you waiting for? All right, and did you have an idea of what you wanted to enroll into, ma'am? Yes, sir. She said, "What are you waiting for?" Okay. And, uh, what were we looking to enroll into? Um, dental and, um, health. I think she'd like some money. Okay. As far as help, you got five options. You have the Preventative Care Only plan, it's good for things like physicals, vaccines and cancer screenings, but nothing else. You have the VIP plan, three levels of this, which cover doctor visits, hospital visits and things like that, but will not cover preventative care. And then you've got the Stay Healthy Enhanced plan, which will kind of do both. It'll cover preventative care and regular treatment services. Can you s- Can you repeat that? Yeah. So there's a Preventative Care Only plan, it's only good for things like physicals, vaccines and cancer screenings, but nothing else. There's a, there's a plan called VIP, there's three levels of this, Standard, Plus and Prime. The higher level you select, the more coverage you get, or covered services, which would be things like doctor's visits, hospital visits and things like that. However, VIP does not cover physicals, vaccines or cancer screenings. And then finally, uh, there's the Stay Healthy Enhanced plan, which covers both types of services. So Sta- so standard visits as well as preventative care. That's, that's all y'all have? For medical, yes, ma'am. Well, I don't ha- I don't want medical. Okay. D- Uh, so, uh, so just dental then? Yes, ma'am. Yes, sir. ... Yeah. That's what she said. All right, and is this for just yourself or are you covering anyone else? Me and myself. Okay. So dental for employee and child is \$9.59, uh, coming out of your check every week. Do you authorize Partners to make those deductions? Yes, sir. All right. What is your child's first and last name? Kaniyah Davis. Can you spell that first name please? K-A-apostrophe-N-I-Y-A-H. All right. And then, do you by chance have their social? Um, you need the last four? I need the full social for, for benefits. Okay. Okay. Um, 165-947-9940. Okay. And then what's, uh, what's their date of birth? Uh, 5/28/22. Oh, that was him. That was him. I thought my line was going through. All right. All right, so it's going to take about one to two weeks for the enrollment to process. Once processing is complete, you should start seeing those deductions coming out of your checks. Monday following us receiving that deduction information is when the policy

becomes effective. ID cards will typically ta- uh, will typically arrive about one to two weeks after that effective date. Please be aware that this plan is known as a Section 125 plan. This is an IRS regulation that allows Partners to make the deduction for the plan pre-tax. Because they allow this to happen, they then require that you stay enrolled into this plan if you select it. As such, you're only allowed to make changes to this during your open enrollment window, either new hire or once a year open enrollment. Outside of those windows, you are locked into this plan. As such, you're only allowed to make, uh, as such, if you're outside of those windows, you can only make changes with a qualifying like event, such as getting married, having another child, or getting... company. Um, but, uh, outside of those events and outside of those windows, you are locked into this plan. Uh, any questions regarding that? No, sir. All right. That's, that's everything I needed to get your enrollment set up. Was there anything else I could help you with? No, sir. Thank you. You're welcome. Thanks again for calling and have a wonderful day. Okay.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Hello.

Speaker speaker_2: Thank you for calling Benefits in a Card, this is Chris, how can I help you today?

Speaker speaker_1: Mm-hmm. Shh. My.

Speaker speaker_2: Hello, thank you for calling Benefits in a Card, this is Chris, how can I help you today?

Speaker speaker_1: Yeah, I'm trying to find out, um, or enroll for benefits.

Speaker speaker_2: Okay. Um, what staffing company do you work with?

Speaker speaker_1: Partner's Personnel.

Speaker speaker_2: Okay. And the last four of your social?

Speaker speaker_1: Three, two, four, four.

Speaker speaker_2: All right, your first and last name?

Speaker speaker_1: Diana Stackhouse.

Speaker speaker_2: Oh, Miranda Stackhouse. Could you verify your address and your date of birth for me please?

Speaker speaker_1: Uh, 511 South 16th Avenue, um, it's in Sacramento, 29536.

Speaker speaker_2: And your date of birth, ma'am?

Speaker speaker_1: 08/09/2002.

Speaker speaker_2: Thank you. We have a phone on file of 910-885-6370, is that correct?

Speaker speaker_1: Yes, sir.

Speaker speaker_2: Okay, one moment.

Speaker speaker_1: Yeah.

Speaker speaker_3: We need to pick up our calls. What are you waiting for?

Speaker speaker_2: All right, and did you have an idea of what you wanted to enroll into, ma'am?

Speaker speaker_1: Yes, sir.

Speaker speaker_3: She said, "What are you waiting for?"

Speaker speaker_2: Okay. And, uh, what were we looking to enroll into?

Speaker speaker_1: Um, dental and, um, health.

Speaker speaker_3: I think she'd like some money.

Speaker speaker_2: Okay. As far as help, you got five options. You have the Preventative Care Only plan, it's good for things like physicals, vaccines and cancer screenings, but nothing else. You have the VIP plan, three levels of this, which cover doctor visits, hospital visits and things like that, but will not cover preventative care. And then you've got the Stay Healthy Enhanced plan, which will kind of do both. It'll cover preventative care and regular treatment services.

Speaker speaker_1: Can you s- Can you repeat that?

Speaker speaker_2: Yeah. So there's a Preventative Care Only plan, it's only good for things like physicals, vaccines and cancer screenings, but nothing else. There's a, there's a plan called VIP, there's three levels of this, Standard, Plus and Prime. The higher level you select, the more coverage you get, or covered services, which would be things like doctor's visits, hospital visits and things like that. However, VIP does not cover physicals, vaccines or cancer screenings. And then finally, uh, there's the Stay Healthy Enhanced plan, which covers both types of services. So Sta- so standard visits as well as preventative care.

Speaker speaker_1: That's, that's all y'all have?

Speaker speaker_2: For medical, yes, ma'am.

Speaker speaker_1: Well, I don't ha- I don't want medical.

Speaker speaker_2: Okay. D- Uh, so, uh, so just dental then?

Speaker speaker_1: Yes, ma'am. Yes, sir. ... Yeah. That's what she said.

Speaker speaker_2: All right, and is this for just yourself or are you covering anyone else?

Speaker speaker_1: Me and myself.

Speaker speaker_2: Okay. So dental for employee and child is \$9.59, uh, coming out of your check every week. Do you authorize Partners to make those deductions?

Speaker speaker_1: Yes, sir.

Speaker speaker_2: All right. What is your child's first and last name?

Speaker speaker_1: Kaniyah Davis.

Speaker speaker_2: Can you spell that first name please?

Speaker speaker_1: K-A-apostrophe-N-I-Y-A-H.

Speaker speaker_2: All right. And then, do you by chance have their social?

Speaker speaker_1: Um, you need the last four?

Speaker speaker_2: I need the full social for, for benefits.

Speaker speaker_1: Okay. Okay. Um, 165-947-9940.

Speaker speaker_2: Okay. And then what's, uh, what's their date of birth?

Speaker speaker_1: Uh, 5/28/22.

Speaker speaker_3: Oh, that was him. That was him. I thought my line was going through.

Speaker speaker_2: All right. All right, so it's going to take about one to two weeks for the enrollment to process. Once processing is complete, you should start seeing those deductions coming out of your checks. Monday following us receiving that deduction information is when the policy becomes effective. ID cards will typically ta- uh, will typically arrive about one to two weeks after that effective date. Please be aware that this plan is known as a Section 125 plan. This is an IRS regulation that allows Partners to make the deduction for the plan pre-tax. Because they allow this to happen, they then require that you stay enrolled into this plan if you select it. As such, you're only allowed to make changes to this during your open enrollment window, either new hire or once a year open enrollment. Outside of those windows, you are locked into this plan. As such, you're only allowed to make, uh, as such, if you're outside of those windows, you can only make changes with a qualifying like event, such as getting married, having another child, or getting... company. Um, but, uh, outside of those events and outside of those windows, you are locked into this plan. Uh, any questions regarding that?

Speaker speaker_1: No, sir.

Speaker speaker_2: All right. That's, that's everything I needed to get your enrollment set up. Was there anything else I could help you with?

Speaker speaker_1: No, sir. Thank you.

Speaker speaker_2: You're welcome. Thanks again for calling and have a wonderful day.

Speaker speaker_1: Okay.